



AMS client stories

Expand your clients' possibilities through AMS

These client stories demonstrate how our cross-industry experience sets us apart and helps you expand what's possible through AMS.

Powering innovation and value-driven digital transformation



Decades of successful growth had led a global consumer products manufacturer to a network of outdated, disjointed technologies and processes spread across multiple countries. The client saw the transformational possibilities—such as powering connections with customers, linking supply chains, reducing friction, spurring innovation, and driving efficiencies—from integrating business acumen with enterprise application capabilities.

Deloitte designed, implemented, and today operates customized Oracle EBS applications while helping the client move from a traditional development framework to a DevOps model called “Operate to Innovate.”

As a result, the client dramatically improved incident and enhancement ratios while driving innovations that generated more than \$2.5 million in recurring annual benefits. We also helped the client achieve faster, seamless, cost-effective transitions from deployment to operation, and improved stability through an AMS team that experienced turnover below 10 percent annually.

An accelerated path to better agent and customer experience



A venerable insurance company was experiencing an exodus of customers and independent agents to more digitally savvy competitors. The new CEO launched an accelerated initiative to transform the organization's technology and business model while preserving the best of what customers and employees valued about the brand.

Collaborating closely with the company's business analysts, IT group, and third-party service and application providers, Deloitte managed the entire deployment-to-production process. To facilitate a smooth transition for both customers and agents, we ran legacy and new platforms side by side, with staged rollouts of applications and technology managed carefully for continuity and adoption.

After go-live, Deloitte took on support of the new platform, focusing first on stabilization and optimization, then on innovations to transform the client's business. Deloitte's proprietary intelligent automation platform, OperateEdge™, helped improve productivity and quality throughout the engagement.

Our efforts led to significant improvements in successful quote generation and reduction in quote discrepancies across platforms, all while the quote volume increased eightfold.



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